



How to Request St. Vincent de Paul Case Management

St. Vincent de Paul's case managers can only be requested by the **SVdP Conference President- after a home visit or an over the phone assessment** has been completed and the neighbor has consented to be referred by signing the attached form.

During the meeting if Vincentians identify that a neighbor will benefit from additional support to help them address the root causes of financial strains, then the Vincentian can mention our case management services and have the neighbor sign the "*Consent to Receive Case Management Services*" form (below).

The Process

1. Vincentians make a Home Visit.
2. Vincentians consult with Conference President if they think a Case Manager may be needed to support the individual and/or family to become stable and self-sufficient.
3. If Case Management is determined to be appropriate, then the *Consent to Receive Case Management Services Form* is read and signed by neighbor and Vincentian.** The neighbor should be informed that signing the form does *NOT* guarantee acceptance into the program, and that if they are accepted, they will be expected to come to meet with the case manager regularly.
4. Conference President (or designate) sends an email to cmintake@svdpseattle.org requesting Case Management services. Email has a brief description of why neighbor is being referred, links to neighbor's file in the database, and signed consent form is attached. **DO NOT** write notes in the body of the email and **DO NOT** include neighbor's full name (or other identifying information) in the subject line or the body of the email.
5. Case Manager will acknowledge receipt of request within two to five business days.
6. Case Manager will schedule an intake and assessment appointment to meet with neighbor to determine neighbor's eligibility for case management and begin to provide services.***
7. Case Manager will provide monthly updates to Conference President.

* A phone visit is acceptable during COVID-19.

** Verbal consent is acceptable during COVID-19.

***The outcome of intake and assessment will be updated in the conference database.



Consent to Receive Case Management Services

I, _____ consent to participate in Case Management services at St. Vincent de Paul of Seattle | King County. I understand that if I qualify for Case Management services, I agree to work with a SVdP Case Manager to establish goals and to work towards improving my wellbeing.

By signing below, I agree to:

1. Work collaboratively with Case Manager and Vincentian Volunteer;
2. Help determine my assets, strengths, barriers, and services which may include referrals to other community resources; and
3. Provide all necessary documents to obtain services.

Furthermore, I acknowledge:

4. Case management is here to guide me and give me the tools to remain self-sufficient and/or to become self-sufficient.
5. My participation is crucial in becoming self-sufficient and the Case Managers can only provide assistance in tandem with my participation. For example: I will be expected to reach out to resources provided by Case Management, provide updates on said resources and show that progress is being made.
6. Documentation is crucial to my success. Case Managers will be collecting documents from me in order to provide assistance. Any lack of documentation may result in ineligibility of services or services rendered in an untimely manner.

Neighbor Signature

Date

Vincentian Signature

Date

Conference Presidents, please email "Consent Form" along with client contact information to your assigned cmintake@svdpsattle.org.